

9-1-1 Deputy Director

GENERAL DESCRIPTION OF DUTIES

Provides administrative support to the Director of Emergency Services, primarily in the overseeing the operations of the county's 9-1-1 center. Has the authority to perform the duties and responsibilities of the Director in his/her absence. Performs related work as directed.

ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position. All under the direction of the Emergency Services Director:

Audits 9-1-1 calls and oversees 9-1-1 Q/A program.

Plans and implements 91-1 training programs internally for staff and externally for public education.

Oversees 9-1-1 personnel issues, including new hire testing, scheduling, grievances, disciplinary proceedings, etc.

Oversees 9-1-1 grant accounts including Wireline, Wireless & VOIP, including grant appropriate applications, agreements, purchases and reports.

Provides a point of contact for 9-1-1 & GIS issues at the local, regional and state levels. Cultivates & maintains working relationships with local officials, 9-1-1 counterparts in neighboring counties as well as with PEMA representatives.

Oversees CAD database updates and ensures shared resource lists are maintained between administration and 9-1-1 center.

Oversees purchase, repair & maintenance of communications technology and equipment, including that surrounding the county's radio tower sites.

Attends PEMA and other 9-1-1 trainings and conferences as necessary.

Assists in development and maintenance of yearly budgets.

Functions in the absence of the Director in such duties which are assigned to the Director.

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members. Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

Associates degree or 10 years minimum experience in a 9-1-1 operations center supplemented by appropriate training and certifications; or an equivalent combination of education, training, and experience.

5 years command level management experience and/or 5 years instructor certification in any field of emergency response.

Must complete necessary PEMA / FEMA courses for certification and continue training as necessary while in the position.

SPECIAL REQUIREMENTS

Extensive knowledge and experience in 9-1-1 / emergency services activities.

Ability to lead and oversee multiple employees.

Ability to speak and write clearly and effectively.

Must be able to establish and maintain effective working relationships with public officials, emergency workers, volunteers, and the general public.

Experience and ability in developing and implementing emergency operations plans.

Calmness under fire and ability to see the big picture.

Good working knowledge of the geography, people and industry of Beaver County.

Valid Pennsylvania Driver's License and ability to operate large vehicles and trailers.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may require ability to utilize principles of fractions and/or interpret graphs.

Functional Reasoning: Requires ability to apply principle of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight. Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

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